

RED LIGHT FREQUENTLY ASKED QUESTIONS (FAQs).

1) What types of debts are recorded in the Commission's Red Light Display (RLD) system?

The RLD system contains only delinquent debts. The following types of debts are listed on the RLD system:

- *regulatory fees* that were not paid, were underpaid, or were submitted after the close of the regulatory fee payment window and are subject to a 25% late fee;
- *application fees* that were not paid or underpaid;
- installment agreements that are delinquent;
- *Freedom of Information Act search and duplication fees* that are unpaid or underpaid;
- *Section 1353 sponsored travel reimbursements* that are overdue;
- *Universal Service Fund, Telecommunications Relay Service, or North American Numbering Plan Administration payments* that are overdue; or
- *auction rule penalties* that are overdue

2) For individuals or entities with more than one FRN, what is the best way to determine which FRN has delinquent debt?

If your FRNs all share the same Taxpayer Identification Number (TIN), you can query the Red Light Display system by your FRN to obtain a list of all FRNs sharing the same TIN. Once you have a list of the FRNs sharing your TIN, you can determine which FRN owes delinquent debt. The RLD displays a list of all FRNs that have the same TIN and, for each FRN, a list of delinquent debts owed to the Commission. The RLD system can be found at www.fcc.gov/redlight.

3) I do not recognize the debt attributed to me in the Red Light Display system or Fee Filer. How can I get more information about this transaction?

You do have the option to call the FCC Help Desk (887-480-3201 option 4) where someone can provide more information, and can fax you a copy of the underlying FCC bill to assist you.

4) The Red Light Display system (or Fee Filer) indicates that I owe the Commission for something that I have already paid. Why wasn't that payment posted to my account?

If you sent in a payment without including your FRN or other FCC identifier on the Form 159, we may not have credited your payment to the proper account. It is very important when you pay a bill that you include your FRN and the bill number (or related call sign or FCC identifier) on your Form 159 in the appropriate fields. Please fax us a copy of your

proof of payment together with this information and we will see that the payment is posted to the proper account. Fax the proof of payment to the CORES Help Desk at fax number 202-418-7869.

5) The Red Light Display system (or Fee Filer) indicates that I owe the Commission for regulatory fees, but I am tax exempt. I provided information on my tax exempt status to the FCC last year. Why do the agency's records show me as still owing fees?

The law requires us to obtain a certification annually of your tax exempt status. We are attempting to simplify this process but in the meantime, you must annually verify your tax exempt status. All such verifications should be sent to Secretary of the Commission (Attn: Managing Director). Once we receive proper documentation for the fiscal year in question, we will void the regulatory fee debt for that year.

6) How many notices am I entitled to receive?

For most debts, the law only requires that we send one notice to our debtors before pursuing more aggressive collection actions.

7) I am outside counsel for an entity doing business with the FCC and I need to determine if my client has outstanding delinquent debts. How do I go about doing this if I do not have the client's FRN or password?

To protect commercial records from unauthorized access, we restrict access to information in our public financial systems to individuals holding an FRN or their authorized representatives. Your client will have to provide you their FRN and password in order for you to obtain information regarding their account with the FCC.

8) I have forgotten my CORES password. How can I find out what it is?

You must be the contact person listed in the CORES database in order to request the password. If you are the CORES contact person, you can have your password reset by calling the CORES Help Desk toll free at 1 (877) 480-3201 option 1. An FCC technical support representative can give you your password hint to help you remember what password you chose.

If you are not the contact person listed in the CORES database for the FRN in question, you must fax a written request to the CORES Help Desk to change the contact name.. The request must be made on your company's official letterhead, explain the reason for the change, and provide the name of the new contact person. Our Help Desk staff will update your account information to reflect the new contact information. Once this change has been made in CORES, you will receive your new password in the mail. The CORES Help Desk fax number is 202-418-7869. The CORES Help Desk makes every effort to make these changes within 24 hours of receipt.

More information regarding CORES passwords and contact persons is available on the CORES homepage located at <https://svartifoss2.fcc.gov/cores/passwords.html>.